Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Insurance	2	153	2	157
	2	116	1	119
Customer Company Total	2	153	2	157
	2	116	1	119

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Insurance	2	153	2	157
	0	23	1	24
Customer Company Total	2	153	2	157
	0	23	1	24

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Insurance	2 0.00	153 0.69	2 1.04	157 0.69
Customer Company Total	2 0.00	153 0.69	2 1.04	157 0.69

Enterprise Incident Report September 2011

As of 10/3/2011

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Missed Resolution**			
	High	Low	Medium	MR Total
Insurance	2 0	153 10	2 0	157 10
Customer Company Total	2 0	153 10	2 0	157 10

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Insurance	2 0.02	153 1.61	2 1.22	157 1.59
Customer Company Total	2 0.02	153 1.61	2 1.22	157 1.59

Insurance

Detail

Incident	Name	Category 1	Category 2	Item	TIR Missed	TIR	
INC000000361609	Hermoliva Abejar	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.92
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 2.15
INC000000366843	Jilene Whitby	Application	Error	Microsoft Office Professional 20	TIR Missed: Yes	TIR:	1.64
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.67
INC000000369003	Weimei Ye	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 3.53
INC000000370782	Weimei Ye	Application	Error	Citrix ICA Client	TIR Missed: Yes	TIR:	1.96
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: Yes	TTR: 6.18
INC000000373614	Brad Tibbitts	Application	None	Novell GroupWise	TIR Missed: Yes	TIR:	1.47
	Application Services	Martin Gonzalez	Insurance	Low	Closed	TTR Missed: Yes	TTR: 15.53
INC000000373674	Donald Catmull	Application	None	None	TIR Missed: No	TIR:	0.30
	Application Support	Carl Meek	Insurance	Low	Closed	TTR Missed: No	TTR: 0.35
INC000000373887	Sandy Glaze	None	None	None	TIR Missed: Yes	TIR:	26.92
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: Yes	TTR: 26.92
INC000000373909	Aaron Phillips	None	None	None	TIR Missed: No	TIR:	0.30
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.30
INC000000374218	Silmara Charlesworth	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 5.57
INC000000374264	William Stimpson	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374334	Colette Sawyer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR:	5.53
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: Yes	TTR: 6.09
INC000000374356	Meldee Love	None	None	None	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374365	Silmara Charlesworth	None	None	None	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374490	Meldee Love	Application	Error	None	TIR Missed: Yes	TIR:	1.55
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	TTR: 1.55
INC000000374516	Gail Fielding	Application	Error	None	TIR Missed: No	TIR:	0.46
	Application Support	Scott VanderLinden	Insurance	Low	Closed	TTR Missed: No	TTR: 3.62
INC000000374710	Cathy Burton	Application	Error	None	TIR Missed: No	TIR:	0.81
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 3.39

Insurance

Incident	Name	Category	Type	Item	TIR Missed	TIR
INC000000374972	Weimei Ye	Application	Error	Citrix ICA Client	TIR Missed: Yes	TIR: 2.91
	Application Services	Ken Ainge	Insurance	Low Closed	TTR Missed: No	TTR: 3.13
INC000000375153	Doyle Christensen	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Insurance	Low Closed	TTR Missed: No	TTR:
INC000000375287	Heidi Petermann	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	TTR: 0.76
INC000000375474	Randy Overstreet	None	None	None	TIR Missed: No	TIR: 0.17
	Help Desk	Vicky Marrelli	Insurance	Low Closed	TTR Missed: No	TTR: 1.73
INC000000375494	Tomasz Serbinowski	None	None	None	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	TTR: 0.00
INC000000375764	Angela M Martinez	None	None	None	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	TTR: 0.00
INC000000375786	Allen Hart	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 2.32
	Application Services	Ken Ainge	Insurance	Low Closed	TTR Missed: No	TTR: 2.32
INC000000375889	Michelle M White	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Insurance	Low Closed	TTR Missed: No	TTR: 0.00
INC000000375917	Silmara Charlesworth	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.11
	Application Services	Martin Gonzalez	Insurance	Low Closed	TTR Missed: No	TTR: 3.41
INC000000376015	Sandra Christensen	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	TIR: 1.87
	Capitol Desktop Support	Paul Ross	Insurance	Medium Closed	TTR Missed: No	TTR: 1.87
INC000000376038	Jake W Garn	None	None	None	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376148	Silmara Charlesworth	Application	Error	Adobe Acrobat	TIR Missed: No	TIR: 0.23
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	TTR: 0.23
INC000000376226	Steven B Price	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Insurance	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376381	Jilene Whitby	Application	Reporting	Microsoft Access	TIR Missed: Yes	TIR: 2.89
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	TTR: 2.98
INC000000376636	Terisa Anderson	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Insurance	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376641	Sandy Glaze	None	None	None	TIR Missed: No	TIR: 0.45
	Application Support	Fahim Gilani	Insurance	Low Closed	TTR Missed: Yes	TTR: 30.64
INC000000376712	Rudy VanBeekum	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.20
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	TTR: 0.20

Insurance

INC000000376807	Silmara Charlesworth	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.74
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.74
INC000000376861	Betsy Jerome	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000377165	Betsy Jerome	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000377289	Kris Redmond	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000377373	Silmara Charlesworth	Telecom	Feature	None		TIR Missed: No	TIR:	0.17
	Voice Operations	Lois Schow	Insurance	Low	Closed	TTR Missed: No	TTR:	0.60
INC000000377381	Brett Barratt	Telecom	None	None		TIR Missed: No	TIR:	0.10
	Voice Operations	Romanza Hamblin	Insurance	Low	Closed	TTR Missed: No	TTR:	0.98
INC000000377530	Angela M Martinez	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000377793	Luanne Winters	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.22
	Voice Operations	Romanza Hamblin	Insurance	Medium	Closed	TTR Missed: No	TTR:	0.58
INC000000378014	Jeff Hawley	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000378059	Heidi Petermann	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000378120	Heidi Petermann	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.04
	Capitol Hosting	Curtis Parker	Insurance	Low	Closed	TTR Missed: No	TTR:	0.90
INC000000378208	Heidi Petermann	None	None	None		TIR Missed: No	TIR:	0.21
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	TTR:	1.14
INC000000378212	Heidi Petermann	Application	Password	PGP		TIR Missed: No	TIR:	0.15
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	TTR:	1.09
INC000000378299	Brent Oscarson	Network	Password	Utah Master Directory		TIR Missed: Yes	TIR:	1.41
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	TTR:	1.97
INC000000378323	Joyce Maher	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000378634	Michelle M White	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.85
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: Yes	TTR:	6.94
INC000000378699	Brent Oscarson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Services	Tracy Goble	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00

Insurance

INC000000378883	Diane Perucca	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.38
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	2.90
INC000000378944	Dwight G Christensen	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.38
Application Services	Martin Gonzalez	Insurance		Low	Closed	TTR Missed: No	TTR:	0.50
INC000000378975	Luanne Winters	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.40
Voice Operations	Romanza Hamblin	Insurance		Low	Closed	TTR Missed: No	TTR:	0.41
INC000000379207	Travis Wegkamp	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000379323	Neal Gooch	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Application Services	Martin Gonzalez	Insurance		High	Closed	TTR Missed: No	TTR:	0.04
INC000000379333	Kris Redmond	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000379435	Linda Hardy	Network	Error	None	TIR Missed: No	TIR:	0.20
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.38
INC000000379589	Carrie Monnier	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000379668	Diane Perucca	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.15
INC000000380048	Shane Sadler	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380319	Nancy Askerlund	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380370	Tanji Northrup	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380372	Troy Stover	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380629	Clarissa Crisp	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.43
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: Yes	TTR:	7.73
INC000000380671	Marilyn Thorstensen	Application	Password	PGP	TIR Missed: No	TIR:	0.27
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.47
INC000000380701	Sandy Glaze	Application	None	None	TIR Missed: No	TIR:	0.69
Application Support	Sam Howlett	Insurance		Low	Closed	TTR Missed: No	TTR:	1.64
INC000000380813	Marilyn Thorstensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00

Insurance

INC	Name	Category	Type	Item			TIR Missed	TIR
INC000000380943	David A Stauffer	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000381292	Diane Perucca	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000381334	Brent Oscarson	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000381348	Diane Perucca	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000381355	Tomasz Serbinowski	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000381763	Rudy VanBeekum	Network	Password	Novell Client for 32-bit Windows			No	0.00
	Metro D Help Desk	Doug Brown	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000381994	Beth Crim	Application	Reporting	None			No	0.75
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 1.66
INC000000382333	Sandra Christensen	Application	None	Novell GroupWise			No	0.66
	Application Services	Tony Larsen	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.99
INC000000382700	Marilyn Thorstensen	Application	Error	Novell GroupWise			No	0.25
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed		TTR Missed: No	TTR: 0.25
INC000000382952	Tanji Northrup	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000382965	Tanji Northrup	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000382997	Jeff Hawley	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000383098	Michael Covington	Network	Incident	None			No	0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.88
INC000000383117	Connie Nowland	None	None	None			Yes	7.69
	Application Support	Sam Howlett	Insurance	Low	Resolved		TTR Missed: Yes	TTR: 7.69
INC000000383335	Shane Sadler	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000383344	Suzette D Green-Wright	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000383383	Neal Gooch	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	High	Resolved		TTR Missed: No	TTR: 0.00

Insurance

INC000000383391	Doyle Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000383400	Mary Dy	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000383516	Jenifer Christian	Application	Error	None		TIR Missed: Yes	TIR:	2.87
	Application Support	Sam Howlett	Insurance	Low	Resolved	TTR Missed: Yes	TTR:	18.40
INC000000383582	Jilene Whitby	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.12
	Voice Operations	Romanza Hamblin	Insurance	Low	Resolved	TTR Missed: No	TTR:	3.28
INC000000383600	Cathy Burton	Network	Incident	None		TIR Missed: Yes	TIR:	1.99
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	3.12
INC000000383658	Shane Sadler	Application	Reporting	None		TIR Missed: Yes	TIR:	1.47
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	4.84
INC000000383702	Virgina Dawes	Application	Reporting	None		TIR Missed: Yes	TIR:	1.03
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.03
INC000000383977	Luanne Winters	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000384220	Jenifer Christian	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.36
	Voice/Data/WAN Services	T Artis	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.45
INC000000384346	Brent Oscarson	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000384348	Doyle Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000384351	David Flores	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000384633	Betsy Jerome	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.15
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000384767	Jaimee George	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000384773	Teresa Trusty	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000384861	Steven B Price	Telecom	Area Code	None		TIR Missed: No	TIR:	0.13
	Voice Operations	Lois Schow	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000384915	Shane Tiernan	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00

Insurance

Incident	Name						TIR Missed		TIR	
INC000000384938	Sandra Halladay	None	None	None			TIR Missed:	No	TIR:	0.00
	Application Support	Scott VanderLinden	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000384970	Marilyn Thorstensen	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000385015	Donald Catmull	None	None	None			TIR Missed:	No	TIR:	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed:	No	TTR:	1.92
INC000000385021	Suzette D Green-Wright	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000385070	Weimei Ye	Network	Error	Novell Client for 32-bit Windows			TIR Missed:	Yes	TIR:	2.32
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed:	No	TTR:	2.53
INC000000385189	Steven B Price	Telecom	Area Code	None			TIR Missed:	No	TIR:	0.12
	Voice Operations	Gail Christiansen	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.93
INC000000385365	Karon Hardman	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000385671	Michael Covington	PC/Laptop	Error	None			TIR Missed:	No	TIR:	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.19
INC000000385719	Brett Barratt	None	None	None			TIR Missed:	No	TIR:	0.00
	Application Services	Danielle Hood	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000385924	Brad Tibbitts	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000385929	Mary Dy	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.15
INC000000386053	Steven B Price	Telecom	Call/Receive	None			TIR Missed:	No	TIR:	0.34
	Voice/Data/WAN Services	Mark Thomas	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.64
INC000000386057	Eric Showgren	Telecom	Voice Mail	Telephone			TIR Missed:	No	TIR:	0.32
	Voice Operations	Lois Schow	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.94
INC000000386208	Michelle M White	Application	Error	Documentum			TIR Missed:	No	TIR:	0.00
	Application Support	Garry Gregson	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000386435	Brent Oscarson	Telecom	Voice Mail	Telephone			TIR Missed:	No	TIR:	0.18
	Voice Operations	Britany Finlay	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.18
INC000000386540	Lorry Herrera	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000386542	Julie Ann Chytraus	None	None	None			TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed:	No	TTR:	0.00

Insurance

Incident	Name	Category 1	Category 2	Product			TIR Missed	TIR	TTR Missed	TTR
INC000000386570	Lorry Herrera	None	None	None			No	0.00		
	Capitol Desktop Support	Scott Wunderlich	Insurance		Low	Resolved			No	2.23
INC000000386908	Michelle M White	Application	None	Microsoft Excel			No	0.02		
	Application Support	Scott VanderLinden	Insurance		Low	Resolved			No	0.43
INC000000387112	Joyce Maher	Network	Error	Novell Client for 32-bit Windows			No	0.07		
	Capitol Desktop Support	Scott Wunderlich	Insurance		Low	Resolved			No	0.65
INC000000387359	Eric Showgren	None	None	None			Yes	3.12		
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved			No	4.20
INC000000387524	Jaimee George	PC/Laptop	Hardware	None			Yes	2.04		
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved			No	3.71
INC000000387850	Ramona Goodwin	Telecom	Voice Mail	None			No	0.73		
	Voice Operations	Romanza Hamblin	Insurance		Low	Resolved			No	1.36
INC000000388029	Jeff Hawley	Telecom	Voice Mail	None			No	0.24		
	Voice Operations	Gail Christiansen	Insurance		Low	Resolved			No	0.24
INC000000388094	Brett Barratt	Application	Password	Novell GroupWise			No	0.00		
	Help Desk	Vicky Marrelli	Insurance		Low	Resolved			No	0.00
INC000000388196	Gail Fielding	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved			No	0.00
INC000000388425	Michael Covington	Application	Error	Citrix ICA Client			No	0.18		
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved			No	1.11
INC000000388481	Betsy Jerome	Application	Error	Novell GroupWise			No	0.12		
	Application Services	Martin Gonzalez	Insurance		Low	Resolved			No	1.61
INC000000388547	Tamara Greening	Print/Copy/Scan/Fax	None	None			No	0.52		
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved			Yes	6.07
INC000000388675	Allen Hart	Network	Error	None			No	0.85		
	Help Desk	Vicky Marrelli	Insurance		Low	Resolved			No	0.85
INC000000388864	Betsy Jerome	PC/Laptop	Hardware	None			No	0.23		
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved			No	1.58
INC000000389165	Anne Stewart	Application	Error	Documentum			No	0.00		
	Application Support	Garry Gregson	Insurance		Low	Resolved			No	0.00
INC000000389239	Tamara Greening	None	None	None			No	0.00		
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved			No	0.00
INC000000389339	Eric Showgren	Network	Error	None			Yes	2.45		
	Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved			No	2.45

Insurance

INC000000389343	Julie Ann Chytraus	Application	Error	Internet Explorer		TIR Missed: Yes	TIR:	2.48
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	2.48
INC000000389384	Nancy Askerlund	Application	Error	PGP		TIR Missed: No	TIR:	0.40
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	2.34
INC000000389678	Tracy Klausmeier	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000389686	Tracy Klausmeier	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000389688	Randy Overstreet	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000389692	Heidi Petermann	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000389698	Ramona Goodwin	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000389712	Beth Crim	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000389832	Sandra Christensen	None	None	None		TIR Missed: Yes	TIR:	3.80
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	3.80
INC000000389894	Ross Elliott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390081	Anne Stewart	Application	Error	Documentum		TIR Missed: No	TIR:	0.00
Application Support	Garry Gregson	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390119	Julie Ann Chytraus	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390120	Anne Stewart	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390121	Anne Stewart	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390241	Connie Nowland	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390265	Meldee Love	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390379	Karon Hardman	Network	Error	None		TIR Missed: Yes	TIR:	4.86
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	4.86

Insurance

INC000000390604	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	2.72
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	2.88
INC000000391016	Dan Applegarth	Application	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.50
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.50
INC000000391066	Brad Tibbitts	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391116	Jordan Tolman	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.09
	Voice Operations	Gail Christiansen	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000391199	Laura Shepherd	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.14
	Voice Operations	Gail Christiansen	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.14